

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Interscapes Inc

Enterprise Minnesota

#### Interscapes Inc. Renews their Lean Journey

##### Client Profile:

Interscapes Inc. is an architectural woodworking firm that serves general contractors throughout the U.S. Founded in 1987, the company employs 35 people at their plant in Minneapolis, Minnesota. The company produces reception desks, wood cabinetry, and custom design woodwork primarily for commercial and office use. Interscapes products are found in corporate boardrooms, reception areas, restaurants, schools, and business offices.

##### Situation:

Interscapes began their Lean journey on a quest for continuous improvement by identifying and eliminating waste and improving workflow. They implemented Lean techniques that helped the company achieve greater efficiency and growth. However, since then, Interscapes had not continued to target Lean improvements. As their market entered a downswing, their annual growth began to hover around 5 percent annually. Wanting to recapture business growth, Interscapes needed to assess their current situation and plan for a successful future. Interscapes knew about Enterprise Minnesota, a NIST MEP network affiliate, through its publications and website, and asked for help.

##### Solution:

Enterprise Minnesota and Interscapes, Inc. decided to start with a Business Process Review (BPR). A BPR is the first step in a strategic approach to help improve a business by measuring performance against globally competitive criteria. Interscapes' President, Ron Lyrick, began the process by completing survey evaluations of his organization. After providing the information, Interscapes hosted Enterprise Minnesota specialists for an on-site evaluation of their operations. Enterprise Minnesota's goal was to provide an outside, impartial perspective in the BPR. They reviewed six key categories including management, marketing, operations, quality, health and safety, and technology. Enterprise Minnesota brought together all of the survey results and on-site analysis in the final BPR report. Interscapes' BPR identified areas of strength and weakness and targeted competitive areas for improvement. Wanting to continue their Lean journey, Interscapes began utilizing the BPR to improve efficiency and grow business. They developed an IT disaster plan and transformed their office using Lean techniques. The resulting changes have eliminated waste, increased efficiency, and made better use of staff resources.

##### Results:

- \* Reduced lead time by 8 percent.
- \* Anticipated growth of 30 percent.
- \* Created 1 new job.
- \* Eliminated outsourcing of work.

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**Testimonial:**

"The Business Process Review gave us a compass and direction. It provided a baseline to see where we were weak and strong. Now we're together and on the same page to set priorities and plan."

Ron Lyrick, President